

Job Description

For Business Support Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Senior Business Support Officer	JEID	M0257
Salary Grade:	Grade G		
Team:	Business and Customer Services – People 2		
Service Area:	Resources		
Primary Location:	Nuneaton, Warwickshire		
Political Restriction	This position is not politically restricted.		
Responsible to:	Business Support Team Lead		
Responsible for:	N/A		

Role Purpose

This role is part of Warwickshire County Council's Business Support Service, delivering high quality, professional business support to services across the organisation. Primarily supporting Warwickshire's Emergency Duty Team.

Business Support contributes to the effective running of the Council and the achievement of the Council vision to make Warwickshire the best it can be, sustainable now and for future generations.

You will work in a team to provide effective, flexible and responsive business support to one of the Council's services, with the ability to support other teams as necessary.

You will work proactively, looking for new way of working, contributing to the outcomes of the service you are supporting as well as the outcomes of the Business Support Service.

Role Responsibilities

Working within the Emergency Duty Team the role of the Senior Business Support Officer is to support the Social Workers and managers, it will involve taking referrals over the phone and via e-mail, inputting the information on to the database system and keeping an overview of the work coming in and whom it has been allocated to.

As a Senior Business Support Officer, you will be responsible for the effective delivery of a range of complex business support activities as specified within the Business Support Service Specific Offers, directed by your Business Support Team Lead and in liaison with relevant Operational and Service Managers.

These may include:

- Complex finance business support activity
- Complex IT and system support
- Office management
- Assisting the Team Lead in work planning and coordination of activities
- Arranging and supporting complex meetings and panels
- Typing and document production
- Data input and interrogation
- Document management and retrieval
- Scanning, copying and printing
- Customer liaison (including customer call handling and reception duties)
- Post services
- Facilities support
- Team and colleague support (e.g. diary and email management)

This list is not exhaustive but gives a general outline of the types of activities that fall within the definition of Business Support. This role will deliver the more complex requirements of Business Support.

As a Senior Business Support Officer, you will demonstrate excellent customer service at all times, interacting sensitively, professionally and maintaining confidentiality with both colleagues as well as customers.

You will contribute and assist Team Leads with identifying and implementing system and process improvements on a routine basis.

You will work proactively as part of a team, supporting that team to work effectively and efficiently, and assisting colleagues as required.

You will be committed to your personal and career development and willing to undertake further training as necessary.

You will work flexibly to meet the needs of the business, supporting the workforce in line with modern and flexible working arrangements.

You will work within the framework of Warwickshire County Council's policies and procedures and uphold the principles of the Equality Act.

You will ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety policy and procedures.

You will undertake as necessary any other duties that may be required by Warwickshire County Council.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks the cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	Senior Business Support Officer
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Main Tasks

To carry out complex administrative systems and procedures that support the operation of the service area:

- To operate complex administrative systems and procedures within the team that specifically support the operation of the service area
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required
- To support the Team Lead with the coordination and allocation of work within the team
- To undertake complex ICT support
- To undertake complex finance business support duties in accordance with approved procedures
- To provide a frontline customer response service and resolve complex queries
- To send out difficult communications, issue reminders and chase responses
- To undertake a range of complex tasks specific to the service area, prioritising them as directed and working within approved procedures
- To check and look after office equipment bringing any issues to the attention of the supervisor
- To collate, record store and retrieve data and information as required

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

High level of literacy and numeracy skills	A, I, T
To be able to communicate, in person and/or in writing, a range of information to a number of people	A, I, T
To be able to use a keyboard with precision and speed	A, I, T
The ability to work under pressure including meeting deadlines and dealing with interruptions	A, I, T
Have attention to detail and be able to produce accurate and verified work	A, I, T
Experience of handling and processing a substantial amount of manual or computerised information	A, I
Experience of using a variety of windows-based computer systems eg word, excel and if applicable, client database systems	A, I, T
The ability to minute take and process all documentation arising from these meetings	A, I, T
To be able to use judgement to interpret information and solve straightforward problems	A, I
The ability to cope in situations where there is an emotional demand arising from the work being undertaken.	A, I

Desirable Criteria

Assessed By:

Knowledge of Warwickshire County's Council People Group	A,I
Knowledge of Mosaic system	A,I
Awareness of agencies to signpost clients	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	